

Best Single Source Plus

Landlord Outreach Specialists Housing Search Workflow

Step 1. The LOS Team will conduct outreach and build relationships with landlords and property owners. Outreach will include visiting properties, making presentations on BSS Plus housing needs to community groups, participating in housing networking groups and attending community housing meetings.



Step 2. When housing listings (openings) are identified, the LOS Team will update the BSS Plus website's "Housing Opportunity Listings" spreadsheet and will educate partner program managers and case managers about the update(s) via an email blast. The listings will include the property address, rent, deposit and application fees, and the barriers that will be accepted.



Step 3. Case managers interested in housing listings should email their housing interest to the LOS Team at los@caritasofaustin.org. First come, first served. The LOS Team will send the case managers the property landlord or owner's contact information and contact landlord to give them the name of the case manager that will be contacting them soon. The LOS Team will change the status of that opportunity to "pending."



Step 4. The case managers are expected to contact the landlord **within 24 hours** to set up a time to visit the property with the client. If the case managers cannot get in contact with the client within 24 hours to set up the visit, they must email the LOS and give up that listing no later than 24 hours after they accepted the listing.



Step 5. If the case managers are unable to contact the client within 24 hours, the LOS team will re-open the housing opportunity on the website spreadsheet.



Step 6. In order to help LOS keep track of housing successes or issues with landlords/properties, case managers must notify the LOS with updates. Updates include: if client was approved for housing, if client moved into housing, and if the listing did not work out – why or why not?



Step 7. The LOS Team will follow-up with the landlord within one month after the move-in date to make sure everything is going well. The LOS Team will be the Point of Contact (POC) for the landlords, should they have any questions or concerns regarding tenant-landlord relationship. Issues shared with LOS by landlords will be communicated to the case manager or program manager of identified agency, so that they can resolve issues (not the LOS)